

**CTS Advisory Council**

December 3, 2014

1500 Jefferson Street  
Olympia, Washington

**Welcome**

Christy Ridout, Consolidated Technology Services (CTS), opened the meeting.

Attendees: Don Peck (DOH), Debbie Stewart (ECY), Cathy Munson (LSC), Sue Langen (DSHS), Nick Fuchs (DES), Dave Kirk (DFI), Rod White (DFW), Bob Lanouette (LNI), David Sorrell (DOR), Rob St. John (CTS)

Guests: Wendy Huff (CTS), Laura Parma (CTS), Lance Calisch (CTS)

**CTS Advisory Council  
Purpose Document**

The meeting began with a discussion about the CTS Advisory Council purpose document. Christy asked the members to provide feedback on what they felt was working well and what, if anything, needs to be revised or amended. Discussion topics included meeting participation, substitutes and the role of the co-chair.

Members agreed the intent of the group is to provide advice to CTS and bring their leadership and guidance to advisory council discussions. The participants discussed what impacts there are if frequent participation by substitutes is the norm. Some voiced their support of having an infrequent substitution on rare occasions that they could not attend and they would designate one person only as their substitute. Other members gave their support of the membership as currently stated.

The members agreed to revise the language on the substitution rule to:

*CIO's acknowledge the Advisory Council is a high priority meeting and venue to establish statewide technology direction and will attend on a regular basis with rare exception where a named substitute may attend.*

They also agreed to strike the co-chair portion of the Purpose Document.

The members discussed that on occasion and when appropriate, if there is a topic they feel it would be beneficial to have their own subject matter expert attend with them, that CTS will schedule a separate meeting for that purpose.

Members asked how information is communicated to the broader group of CIOs and what the Advisory Council's responsibility is in doing so. Laura Parma shared that the Quarterly Customer Meetings provide one avenue for information sharing. The Quarterly Customer

Meetings are a venue for business and technical participants to attend presentations on CTS services and projects both currently underway as well as what is on the horizon. Discussion and question/answer time in meetings continue to be valuable to CTS.

The members discussed and agreed that a communication strategy should be discussed as part of each topic at Council meetings. A determination can then be made for any additional communication steps for that topic which may include review at the CIO forum, Quarterly Customer meeting, or a specific meeting on a topic or other approach.

**Roadmap**

Laura reviewed the Roadmap template and requested members provide their feedback for the O365 portion and return to her by December 8<sup>th</sup>. The [Template](#) is located on the ASK site on the CTS Strategic Roadmap main page. Laura shared that the Customer Account Managers are in the process of pre-populating the templates with information from the decision package consults. The CAMs will contact their CIOs when they are available on the ASK site. Council members had expressed interest at the November meeting to provide CTS information about their agency needs. The information gathered in the template will enable CTS to review of areas of alignment for each agency, and where there may be gaps in service plans and/or gaps in timing and assist in updating the CTS Strategic Roadmap.

**MDM Service Discussion**

Lance reviewed the background information sent prior to the meeting. Phase 1 is already underway and Phase 2 will consist of implementation of the Secure Email Gateway (SEG) and Managed Application Gateway (MAG) implementation. CTS is exploring the Secure Content Locker Collaborate and Secure Texting to ensure security requirements are met.

Wendy stated CTS will be reengaging the MDM customer group and will be asking agencies for representatives.

**Action:**

CTS will provide Gartner research data on O365 licensing.

**Next Meeting**

January 7, 2015  
Conference Center Room 2208  
1500 Jefferson Street  
Olympia, WA